

# **ZONING & SUBDIVISION REPORT**

Planning & Development Department ~ 417/864-1611  
840 Boonville Avenue ~ Springfield, Missouri 65801

## **ZONING ORDINANCE AMENDMENT: REMOTE SALES OFFICE**

**DATE:** January 26, 2010

**PURPOSE:** To amend the Zoning Ordinance to establish "Office, Remote Sales" as a permitted use within the O, Office, GI, Government and Institutional, LB, Limited Business, GR, General Retail, HC, Highway Commercial, CS, Commercial Service, CC, Center City, RI, Restricted Industrial, LI, Light Industrial, GM, General Manufacturing, HM, Heavy Manufacturing, and IC, Industrial Commercial Districts; and to permit said use within residential zoning districts as a Home Occupation.

### **STAFF COMMENTS:**

The proposed Zoning Ordinance text amendment will establish "Office, Remote Sales" as a new use permitted within all commercial, office, institutional, and industrial zoning districts throughout the City of Springfield, as well as within all residential zoning districts that allow home occupations, pursuant to Section 5-1100. The amendment will permit wholesale and/or retail sale of goods within the aforementioned zoning districts, provided that the goods being sold are not stored, kept, displayed, maintained, or present on the premise of the establishment (*See Attachment A – Proposed Amendment*).

The Zoning Ordinance currently allows various types of retail sales within the GR, General Retail; HC, Highway Commercial; CC, Center City; and IC, Industrial Commercial Districts, and to a lesser extent (with added restrictions) within the O, Office; LB, Limited Business; CS, Commercial Service; and Industrial Districts. However, the Ordinance does not differentiate between wholesale and retail sales activities where the merchandise is located and displayed on the same premise as the point of sale (i.e. a department or convenience store), and such activities where the merchandise *is not* located or displayed on the same premise as the point of sale (i.e. a remote sales office). Consequently, wholesale and retail sales activities, regardless of whether the merchandise is located or displayed on the premises, is restricted to zoning districts that permit retail sales.

Staff recognizes a significant difference between a traditional wholesale/retail establishment and a remote sales office. At a traditional wholesale/retail establishment, merchandise is typically displayed and kept in-stock on the premise for customers to purchase and take home from the point of sale. Such establishments typically generate large amounts of activity, traffic, and noise, which require considerations to be made in order to minimize the impact they may have on the surrounding area. In contrast, a remote sales office does not store, keep, display, or maintain any merchandise on the premises. Activities are limited primarily to soliciting sales and handling monetary transactions, which can occur via telephone, facsimile, internet, or in person. Because of the limited activity and the fact that merchandise is not stored, kept, displayed, maintained, or present on the premise, the establishment takes on a character much similar to a business or

professional office, as opposed to a traditional wholesale/retail establishment. For that reason, Staff supports allowing remote sales offices in all zoning districts that allow office uses, which includes allowing the use within residential zoning districts as a home occupation.

**RECOMMENDATION:**

Staff recommends approval.

**STAFF CONTACT:**

Matt D. Schaefer  
Senior Planner

ATTACHMENT A  
PROPOSED AMENDMENT

New text is underlined and deleted text is ~~overstruck~~

**Section 2-1100. Definitions.**

**Office, Remote Sales:** An establishment engaged in wholesale and/or retail sale of goods, where said goods to be sold are not stored, kept, displayed, maintained, or present on the premise of the establishment, unless otherwise permitted by this Article. Any and all goods can be offered for sale regardless of whether the specific goods or use are specifically listed in any other zoning district or not, provided the above requirements are met.

**Section 4-2002. Permitted Uses.**

*(O, Office)*

DD. Office, Remote Sales

**Section 4-2102. Permitted Uses.**

*(GI, Government and Institutional)*

GG. Office, Remote Sales

**Section 4-3002. Permitted Uses.**

*(LB, Limited Business)*

S. Office, Remote Sales

**Section 4-3102. Permitted Uses.**

*(GR, General Retail)*

ZZ. Office, Remote Sales

**Section 4-3202. Permitted Uses.**

*(HC, Highway Commercial)*

TTT. Office, Remote Sales

**Section 4-3302. Permitted Uses.**

*(CS, Commercial Services)*

ZZZ. Office, Remote Sales

**Section 4-3402. Permitted Uses.**

*(CC, Center City)*

JJJ. Office, Remote Sales

**Section 4-4002. Permitted Uses.**

*(RI, Restricted Industrial)*

II. Office, Remote Sales

**Section 4-4102. Permitted Uses.**

*(LI, Light Industrial)*

GG. Office, Remote Sales

**Section 4-4202. Permitted Uses.**

*(GM, General Manufacturing)*

OO. Office, Remote Sales

**Section 4-4302. Permitted Uses.**

*(HM, Heavy Manufacturing)*

CCC. Office, Remote Sales

**Section 4-4402. Permitted Uses.**

*(IC, Industrial Commercial)*

QQQ. Office, Remote Sales

**Section 5-1103. Home Occupations Permitted.**

*(Home Occupations)*

N. Office, Remote Sales